

KIPDA POSITION DESCRIPTION

Class Title: Onsite kynector

Division: Social Services

Supervisor: kynector Program Manager

Supervises: None

Class Characteristics: Position is responsible for facilitating enrollment in Qualified Health Plans (QHP), insurance affordability programs, and other public assistance programs at designated locations in the KIPDA region.

General Duties and Responsibilities

Essential:

1. Participate in training and certification activities to gain understanding of all facets of kynect benefits.
2. Independently schedule and conduct enrollment assistance at designated locations.
3. Provide assistance to persons as they enroll or enter information into the kynect benefits self-service portal.
4. Track the status of pending applications and upload customer documents.
5. Submit documentation for Manual ID Verification for customers unable to verify their identity through Experian.
6. Provide information and services in a fair, accurate, and impartial manner.
7. Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by kynect, including individuals with limited English proficiency, using available tools such as fact sheets, Language Line, and functions for individuals with disabilities.
8. Respond to customer inquiries by confirming understanding of each inquiry; gathering and researching information; assembling and providing information; and verifying the customer understands the information and answer.
9. Generate and submit weekly reports of required data, including but not limited to, numbers of applications, enrollments, and renewals, demographics of persons served, hours worked on-site and for enrollment assistance, numbers and types of referrals sent and received, number of appointments, and individuals assisted.
10. Performs other duties as required.

Non-essential: None.

Desirable Qualifications

Training and Experience: Bachelor's Degree in Business, Marketing, Communications, Human Services, or a related field is preferred but not required; minimum of 1-2 years of related experience preferred.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Knowledge of community resources.
2. Knowledge of the Affordable Care Act.

Skills:

1. Skill in use of computers and applicable applications.
2. Skill in the preparation of detailed reports and plans.
3. Skill in strong interpersonal and customer service skills.

Abilities:

1. Ability to present information to various populations in an appropriate manner.
2. Ability to establish and maintain effective working relationships with co-workers, clients, family members, and professional staff.
3. Ability to prioritize work, meet deadlines, schedule and keep appointments.
4. Ability to keep accurate records.
5. Ability to maintain composure under stressful situations.
6. Ability to work independently.

Additional Requirements

Instructions: Detailed and specific covering all aspects of the work.

Processes: Occasionally must consider different courses of action or deviate from standard operating procedure to complete work.

Review of Work: Program Manger reviews work as needed.

Analytical Requirements: Problems require analysis based on precedent.

Tools, Equipment and Vehicles Used: Normal office equipment (computer, copier, telephone, fax machine, etc.); must have transportation to designated site location.

Physical Requirements of the Job: Work is typically performed while sitting at desk or table with intermittent standing, stooping, and walking; lifting light objects (less than 25 pounds) is a job requirement; work is performed indoors and may be in a loud/noisy/busy environment; work may require using an elevator or stairs.

Contacts: Frequent public and private contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Moderate to heavy.

Interruptions: Frequent to constant.

Special Licensing Requirements: None.

Availability: October 17, 2022 through June 30, 2024 or until project assignment has been completed. KIPDA may continue to use Onsite kynector temporary employees for additional kynector work if employment is satisfactory. In consultation the kynector Program Manager, the Onsite kynector will determine a work schedule which captures the most enrollment assistance opportunities to uninsured consumers at their designated locations.

Certification Requirements: Per State (Kentucky Health Benefit Exchange (KHBE)) requirements.

Additional Requirements: None.

Overtime Provision: Non-exempt.

Hourly Wage: \$20.52/hour for orientation, enrollment assistance, and any required training or certification.